

**Inquiry Reasons
For 7/1/2013 - 10/1/2013**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	5
	Disconnection	1
	Rates/Policies	3
	Service quality/repair	5
		Total 14
Competitive Local Exchange Carrier		
	Billing	10
	Disconnection	3
	Line extension/upgrade charge	1
	Product Services	1
	Refusal to provide service	2
	Service quality/repair	28
	Slamming	1
		Total 46
Gas Distribution Companies		
	Billing	11
	Deposit	2
	Disconnection	4
	Line extension/upgrade charge	1
	Rates/Policies	6
	Refusal to provide service	2
	Safety	2
	Service quality/repair	5
		Total 33
Intrastate Gas Pipeline Companies		

**Inquiry Reasons
For 7/1/2013 - 10/1/2013**

Utility Type	Inquiry Reasons	No. of
	Service quality/repair	1
		Total 1
Investor-Owned Electric Utilities		
	Billing	41
	Deposit	7
	Disconnection	56
	Line extension/upgrade charge	7
	Rates/Policies	29
	Refusal to provide service	16
	Safety	3
	Service quality/repair	22
		Total 181
Investor-Owned Water Companies		
	Billing	13
	Disconnection	3
	Rates/Policies	3
	Refusal to provide service	4
	Service quality/repair	4
		Total 27
Local Exchange Carriers		
	Billing	49
	Disconnection	12
	Line extension/upgrade charge	7
	Product Services	3
	Rates/Policies	13
	Refusal to provide service	23
	Safety	4

**Inquiry Reasons
For 7/1/2013 - 10/1/2013**

Utility Type	Inquiry Reasons	No. of
	Service quality/repair	308
		Total 419
Long Distance Carriers		
	Billing	4
	Service quality/repair	4
	Slamming	2
		Total 10
Rural Electric Cooperative Corporation		
	Billing	8
	Deposit	5
	Disconnection	8
	Rates/Policies	6
	Refusal to provide service	1
	Service quality/repair	6
		Total 34
Sewer Utilities		
	Billing	1
	Disconnection	1
		Total 2
Water Associations		
	Billing	3
	Disconnection	1
	Rates/Policies	3
	Refusal to provide service	1
	Service quality/repair	5
		Total 13
Water Districts		

**Inquiry Reasons
For 7/1/2013 - 10/1/2013**

Utility Type	Inquiry Reasons	No. of
	Billing	15
	Deposit	1
	Disconnection	8
	Line extension/upgrade charge	2
	Rates/Policies	12
	Refusal to provide service	2
	Service quality/repair	7
		Total 47
		Grand Total 827